

T-HW80

STATEWIDE INFORMATION SYSTEMS POLICY

Server Maintenance

Approved

Office of the Chief Information Officer

Department of Administration
Information Technology Services Division
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Governor

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APPROVED STATEWIDE POLICY: SERVER MAINTENANCE

EFFECTIVE DATE: JANUARY 17, 1997

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I. Purpose

This **Server Maintenance Policy** (Policy) is to describe the steps to be taken to maintain network servers.

In order to optimize network and/or file server performance, scheduled server maintenance may be required from time to time. The network and/or file server may also require maintenance which is not scheduled due to unforeseen circumstances.

II. Authority

Pursuant to the Montana Information Technology Act (MITA) (Title 2, Chapter 17, Part 5 of the Montana Code Annotated (MCA), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state's information technology systems. [§2-17-505\(1\) MCA](#).

It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. [§2-17-505\(2\) MCA](#).

III. Roles And Responsibilities

A. Department of Administration

Under MITA, the Department of Administration (DOA) is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department's information technology duties. [§2-17-512 MCA](#).

B. Department Heads

Each department head is responsible for ensuring an adequate level of security for all data within their department. [§2-15-114 MCA](#).

IV. Applicability

This Policy is applicable to agencies, staff and all others, including outsourced third-parties (such as contractors, or other service providers), who have access to, or use or manage information assets subject to the policy and standard provisions of [§2-17-534 MCA](#). This Policy shall be communicated to staff and others who have access to or manage information, and information systems and assets.

V. Scope

This Policy encompasses information and information systems for which agencies have administrative responsibility, including information and systems managed or hosted by third-parties on agencies' behalf.

This Policy may conflict with other information system policies currently in effect. Where conflicts exist, the more restrictive policy governs. The development of future policies or standards will specifically identify and retire any superseded portions of current policies or standards.

VI. Definitions

For the purposes of this policy, the following definition applies:

Scheduled Maintenance	Software and/or hardware changes, upgrades, repairs, or other system activities requiring users be logged off the system in order to make changes and can be planned or anticipated in advance.
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VII. Requirements

Users will be notified when the network and/or file server will be down for scheduled maintenance according to the following:

- All employees will be notified at least one week in advance that the computer system will not be available during scheduled maintenance. Included in this notice will be the estimated time of outage and scope of maintenance.
- Unscheduled maintenance will be handled on a case-by-case basis and when not an emergency, users should be given as much notice as possible.

A. Guidelines

The network administrator should notify all users at least 15 minutes before the computer network use is disabled.

Scheduled maintenance and unscheduled maintenance in the absence of an emergency should occur after hours or during minimal-use production hours when feasible.

The network administrator should check to be sure all employees have logged out of the server before disabling the computer network.

If an employee is still working on the system when it is scheduled for maintenance, the network administrator should attempt to call the employee and ask them to log out of the system. If the employee is not available, the network administrator will log them off the system from the console. The network administrator will not be responsible for any lost data due to this type of logout process.

The network administrator should attempt to notify designated staff of any unscheduled outages. Unscheduled outages are results of emergency maintenance, power outages, or other unavoidable server down time.

VIII. Change Control and Exceptions

Policy changes or exceptions are governed by the [Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards](#). Requests for a review or change to this instrument are made by submitting an [Action Request](#) form (at http://itsd.mt.gov/content/policy/policies/administration/action_request.doc). Requests for exceptions are made by submitting an [Exception Request](#) form (at http://itsd.mt.gov/content/policy/policies/administration/exception_request.doc). Changes to policies and standards will be prioritized and acted upon based on impact and need.

IX. Closing

Direct questions or comments about this instrument to the State of Montana Chief Information Officer at [ITSD Service Desk](#) (at <http://servicedesk.mt.gov/ess.do>), or:

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X. References

A. Legislation

- [§2-17-505\(1\) MCA](#) – Policy
- [§2-17-514\(1\) MCA](#) – Enforcement
- [§2-17-505\(2\) MCA](#)
- [§2-17-512 MCA](#)
- [§2-15-114 MCA](#)
- [§2-15-112 MCA](#)

B. Policies, Directives, Regulations, Rules, Procedures, Memoranda

- MOM 3-0130 Discipline
- MOM 1-0250
- MOM 3-0620 (now included in MOM 3-0630)
- ARM 2.13.101 - 2.13.107 - Regulation of Communication Facilities
- ARM 2.12.206 Establishing Policies, Standards, Procedures and Guidelines.
- [Statewide Policy: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Statewide Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Appendix A - Request for Agency Communications Records](#)

C. Standards, Guidelines

XI. Administrative Use

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Change & Review: [ITSD Service Desk](http://servicedesk.mt.gov/ess.do) (at <http://servicedesk.mt.gov/ess.do>)

Contact:

Review: Event Review: Any event affecting this instrument may initiate a review. Such events may include a change in statute, key staff changes or a request for review or change.

Scheduled Review Date: April 7, 2014

Last Review/Revision: April 7, 2009

Changes: July 11, 2008 – Non-material changes made:

- Standardize instrument format and common components.
- Changed to reflect next review date.

April 7, 2009 – Non-material changes made:

- Corrected broken URLs
- Applied new document layout.

June 8, 2010 – Corrected URLs.
